POSITION DESCRIPTION

SENIOR IT OPERATIONAL COORDINATOR

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
A City where people have the opportunity to connect and flourish	*A City with a thriving economy that enriches its local community*	*A City that values its natural environment*	*An accessible City where people love to be*

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference
We serve our community well

- Deliver public good
- Improve the quality of people's lives
- Community focussed
- Deliver Council's City Plan

Grow & Improve
We improve our work everyday

- Innovate
- Continuously improve
- Problem solve
- Adapt & change
- Engage the community
- Shape the future

Better Together
We collaborate & create to deliver meaningful outcomes

- Trust, honesty, integrity
- Care & support each other
- Work as a team
- We celebrate success
- We are accountable
- Open communication

POSITION DESCRIPTION

The position is:

Position Title	**Senior IT Operational Coordinator**
Department & Section	**Corporate Services – Information Technology**
Team	**Information Technology**
Reporting to	**IT Service Delivery Lead**
Positions Reporting to it	**Nil**
Classification and Stream	MOA Level 7
Position Number		**Prescribed Position:** YES ☐ NO ☒

How does this position contribute to our community?

This role helps deliver high-quality, reliable and secure information technology services that support all areas of Council to deliver positive outcomes for the community. By ensuring systems are available, data is accurate, processes are efficient, and digital tools are well-supported, the role contributes to a modern, connected and responsive organisation. The role plays a key part in enabling:

- Efficient and customer-focused services through stable applications and integrations.
- Improved decision-making through quality data, reporting and digital processes.
- A secure and resilient technology environment, protecting community information.
- Adoption of tools and technology that support innovation and continuous improvement.

The position centers on operational delivery, specialist support and coordination, with operational leadership and limited direct supervisory responsibilities.

What does the position do?

IT Service Delivery Operations

- Provide operational leadership, work prioritisation and coordination to the IT Service Delivery Coordinator to support day-to-day IT Service Desk operations.
- Lead ITIL-aligned incident, problem and change management processes.
- Maintain operational procedures, system documentation, process guides, and continuity artefacts.
- Contribute to disaster recovery activities by coordinating operational inputs and testing activities.
- Support cyber security practices, including secure data handling, access management, privacy practices and compliance requirements.
- Coordinate procurement activities and monitor expenditure within approved budgets, providing input to budget submissions and forecasts as required.
- Coordinate resourcing and support for BAU activities and projects in line with operational priorities.

Application, Data & Integration Support

- Provide specialist operational support for key business systems including ERP, CRM, records management, GIS, and reporting platforms.
- Troubleshoot corporate application issues, data discrepancies, integration errors and user access problems.
- Support business reporting by preparing data extracts, assisting with dashboards and validating operational data quality.
- Maintain collaboration and document management solutions, including configuration updates and user support.
- Conduct routine data integrity checks, cleansing activities, and operational data maintenance.

POSITION DESCRIPTION

Digital Improvement, Adoption & Innovation
- Provide operational leadership, work prioritisation and coordination for the Digital Innovation Application Systems Analysts and Full Stack Developer to support day-to-day application support, data reporting, ETL maintenance and web development activities.
- Support the rollout and practical implementation of incremental automation, low-code solutions and digital tools.
- Assist with enhancing collaboration platforms such as SharePoint, M365, Teams and intranet components.
- Coordinate between developers, analysts and users to embed digital improvements into business processes.
- Identify efficiency opportunities and provide operational recommendations for system or workflow improvements.

Vendor, Contractor & Customer Coordination
- Liaise with vendors providing operational system support, monitoring service delivery and escalating performance issues in line with agreed contracts.
- Assist with preparing operational requirements for procurement and contract activities.
- Communicate with internal stakeholders regarding outages, incidents, upgrades, and maintenance activities.
- Provide high-quality customer service for service requests and technical enquiries.
- Other reasonable duties as required

What outcomes does the position deliver?
- Reliable, stable and secure IT systems that meet operational needs.
- Timely resolution of incidents and requests, resulting in a positive user experience.
- Accurate and well-maintained operational data to support decision-making.
- Smooth rollout of upgrades, enhancements and digital improvements.
- Clear communication to users about system changes, impacts and outcomes.
- Effective coordination with vendors and internal teams to improve service quality.
- Consistent application of cyber security and information management practices.

The behaviours we expect the position to contribute to our workplace are:
- Customer-focused approach with commitment to service quality.
- Proactive, adaptable and solution-oriented mindset.
- Collaborative and supportive working style, contributing positively to team culture.
- Curiosity and willingness to learn, explore new technologies and improve processes.
- Strong communication and interpersonal skills that support constructive relationships.
- Demonstrates organisational values and acts with integrity and professionalism.

Qualifications for the position
- Tertiary or vocational qualifications in Information Technology, Information Systems or a related field, or equivalent operational experience.

Experience
- Experience in operational IT support, including system administration, troubleshooting and user support.

Knowledge
- Knowledge of corporate applications (ERP, CRM, records management), integrations and data flows.
- Understanding of databases and reporting principles, including data quality practices.
- Working knowledge of ITIL processes for incident, problem and change management.
- Ability to interpret technical information and translate it for non-technical audiences.

- Strong problem-solving abilities with a practical, operational focus.
- Sound understanding of information management, privacy, and cyber security principles.
- Well-developed communication, stakeholder engagement and coordination skills.
- Ability to prioritise workloads, manage competing demands and operate effectively in a fast-paced environment.

Information Management/Cyber Security
- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment
- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management
- Responsible for complying with Councils procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context
- Requirement to undertake regular training regarding procurement and contract management activities

Our Safety and Return to Work Commitments

All Employees
- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.